

COVID-19 INFORMATION

We are writing to you today to keep you up to date with the policies and procedures we are implementing to keep operations up and running during the COVID-19 situation.

We are currently operating a 'Closed Door' policy in order to minimise social contact and risk to our colleagues and clients. Please consider whether a visit to the office is strictly necessary or whether it is possible to communicate by telephone or email to info@riverside-property.co.uk. If the visit is unavoidable, we have internal measures in place to implement 'Social Distancing' we ask all visitors to read the signs provided and to adhere to our policies in the interests of health and safety for yourself and our colleagues.

Please be assured that we are currently operating as normal but given that the current situation and guidelines change on an almost daily basis, we know how important it is to reassure you of the measures we are taking in order to deal with the current crisis.

Routine inspections / viewings

We are checking with any occupied units, prior to accessing the property, that the occupant has not recently travelled overseas or is not already in self-isolation.

Should this be the case, routine inspections and viewings will be rescheduled to a time where we can be confident that the property is safe for our colleagues and for the occupants. Any occupant who is unwell or in self-isolation has been asked to contact us immediately.

Property maintenance and repairs

Regarding repairs, COVID-19 does not remove our obligation to ensure emergency repairs are addressed. We appreciate that contractors will be implementing and operating their own individual policies to deal with the current situation. We will remain in close contact with them to

provide the best-case scenario for emergency repairs such as the legal requirement of electricity and hot water etc and any repair that may cause injury to people should they not be addressed. Non urgent repairs will be dealt with on a case by case basis dependent on the contractors available at the time.

Rental payments and arrears

Tenants have been informed/reminded that they have an ongoing obligation to pay their rent as per the terms of their tenancy agreement. We anticipate in the coming weeks that we may see an increase in those affected financially seeking advice. We are currently monitoring the Government Guidelines for this and recommend that our Landlord Clients keep themselves informed of the updates from the Government as to what measures they are prepared to put in place for such eventualities. We also recommend that Landlords speak to their mortgage providers/insurance companies, if at all concerned, as to what rebates or deferral measures, they may be putting in place for their clients.

Potential office closure

We are currently planning for the possibility of colleagues having to work remotely from home. We wish to assure you that this is in hand and that there will be a lone worker in the office on each working day to ensure that remote workers are provided with the resources they need to continue our services. However, there will be no public access to the office except to issue and take receipt of keys and even then, there will be measures in place to ensure the protection of the present staff member. Should it become necessary to implement this measure, you will be informed as soon as possible and made aware of any working practices we may need to adapt to facilitate this.

General consideration and disruption

As the COVID-19 situation continued to change on a daily basis we ask for your understanding as we will be fielding a large volume of calls and enquiries. We want to respond to as many of your enquiries and concerns as we possibly can so ask for your patience at this uncertain time.

Please do not hesitate to contact us via email at info@riverside-property.co.uk

Your continued support is much appreciated. We wish you and yours well and to stay safe during these unprecedented times.

With very best regards from the Riverside Team.